

April 9, 2003

VIA FEDERAL EXPRESS

Origin Systems, Inc.
5918 W. Courtyard Drive
Austin, TX 78730

Re: Application # 10/035,657
FRAMEWORK FOR ESERVICE MANAGEMENT

Dear Jason:

As discussed, there is still an open issue with regard to your signing the documents required by the USPTO to be signed on behalf of Panacya Inc. ("Panacya"). It is my understanding that you were reluctant to sign and return the forms, etc. for the Framework For eService Management patent that Panacya sent to you about a year ago.

For that reason, please find the following forms pertaining to the Framework For eService Management patent enclosed:

- Copies of the Declaration and Assignment forms as signed by you and the other inventors for the provisional patent filing in October 2000;
- Declaration form for the non-provisional filing in October 2001;
- Assignment form for the non-provisional filing in October 2001; and
- Refusal to Sign statement.


The other four inventors, including those not longer employed by Panacya have already signed these USPTO forms for the October 2001 filing.

Please sign either (1) the enclosed Declaration and Assignment forms or (2) if you still prefer not to sign these USPTO forms, please sign the Refusal to Sign statement.

Please return to the signed document(s) in the enclosed pre-paid self-addressed Federal Express envelope. Please do so as soon as possible.

Please contact me directly at 410-707-7378 if you have any questions concerning this request. Thank you for your anticipated cooperation in this matter.

Sincerely,


Pauline A. Constantino
Counsel

Enclosures

UNITED STATES PATENT & TRADEMARK OFFICE
Washington, D.C. 20231

REQUEST FOR PATENT FEE REFUND				
1 Date of Request: <u>6/17/03</u>		2 Serial/Patent # <u>10/035,657</u>		
3 Please refund the following fee(s):		4 PAPER NUMBER	5 DATE FILED	6 AMOUNT
<input type="checkbox"/>	Filing			\$
<input type="checkbox"/>	Amendment			\$
<input checked="" type="checkbox"/>	Extension of Time	<u>7</u>	<u>6/4/03</u>	\$ <u>725</u>
<input type="checkbox"/>	Notice of Appeal/Appeal			\$
<input type="checkbox"/>	Petition			\$
<input type="checkbox"/>	Issue			\$
<input type="checkbox"/>	Cert of Correction/Terminal Disc.			\$
<input type="checkbox"/>	Maintenance			\$
<input type="checkbox"/>	Assignment			\$
<input checked="" type="checkbox"/>	Other <u>uncharge for oath/dec</u>	<u>8</u>	<u>6/4/03</u>	\$ <u>65</u>
			7 TOTAL AMOUNT OF REFUND	\$ <u>790</u>
10 REASON:		8 TO BE REFUNDED BY:		
<input type="checkbox"/>	Overpayment	<input type="checkbox"/> Treasury Check		
<input checked="" type="checkbox"/>	Duplicate Payment	<input checked="" type="checkbox"/> Credit Deposit A/C #:		
<input checked="" type="checkbox"/> No Fee Due (Explanation):		<div style="border: 1px solid black; padding: 2px; display: inline-block;"> <u>5</u><u>0</u>--<u>0</u><u>9</u><u>1</u><u>1</u> </div>		
11 REFUND REQUESTED BY: <u>PC TATB</u>				
TYPED/PRINTED NAME: _____		TITLE: <u>Ret. acty</u>		
SIGNATURE: _____		PHONE: <u>703 308 0765</u>		
OFFICE: <u>Office Petrels</u>				
***** THIS SPACE RESERVED FOR FINANCE USE ONLY: *****				
APPROVED: <u>[Signature]</u>		DATE: <u>6/18/03</u>		

Instructions for completion of this form appear on the back. After completion, attach white and yellow copies to the official file and mail or hand-carry to: